AUTOMATIC CALL DISTRIBUTION

ABSTRACT

Methods and apparatus for automatic call distribution (ACD) in a call queue are presented. Skill requirements are associated with a call in the call queue. Skill levels that correspond to the skill requirements are associated with each agent among a group of agents. A match rating is computed for each agent based on the skill requirements and skill levels. The call is then routed to an available agent based on the computed match rating for the agent. Accordingly, enhanced service levels may be achieved.